

Comments on N2021-1

I feel that Louis DeJoy has been a great detriment to the USPS during the past year and the additional changes that he is proposing would make service even worse. I work for a mail order pharmacy that serves senior citizens and veterans and have been severely affected by the changes DeJoy has already made. After he became Postmaster General, the mail slowed down significantly and I spent much time reshipping prescriptions to our seniors and veterans via UPS, which cost my employers millions of dollars.

Around the presidential election last November, the USPS delivery delays got even worse. I spent all day helping frustrated and scared seniors and veterans who were not receiving their medications within two weeks and often the medication didn't arrive within 30 days. This required me to spend almost my entire workday reshipping medications, again via UPS which was very costly for my employer. And the emotional stress of dealing with upset patients all day for months was very stressful for employees like me whose employers' rely on the USPS to serve their patients and customers.

The mail finally started to be delivered in late January. However, during the past few weeks the USPS has started having significant delivery delays again, which is again causing seniors and veterans to not receive their desperately needed medications. I feel that the 10-year plan that DeJoy has proposed will make these issues even worse and will cause Americans to stop using the USPS entirely because it no longer delivers needed medications (or mail) in a reliable way. Please do not allow this 10-year plan, N2021-1, to take effect.

Thank you,

Eileen O'Connor